

Proposed Questions of Constellation NewEnergy, Inc. for Electric Distribution Companies and Competitive Suppliers

All questions refer to the following table.

Proposed Service Quality Standards for Market Access Services

	Provision	Target and Benchmark
	<i>Acknowledgement of Requests</i>	
A.	Acknowledgement of requests on average within 1.5 business days	Credit benchmark: 1 day Target: 1.5 days Penalty benchmark:
	<i>Provision of Interval Data</i>	
B	Complete response (no missing data) on average w/in 2 business days of: <ul style="list-style-type: none"> Request, for one-time requests Meter read, for subscription requests 	Credit benchmark: 1 day Target: 2 days Penalty benchmark:
	<i>Enrollment Error Inquiries</i>	
C	Resolution of inquiries/requests regarding enrollment errors on average within 1.5 business days for rejections and missing enrollment responses	Credit benchmark: 1 day Target: 1.5 days Penalty benchmark:
	<i>Billing-Related Services</i>	
D	Complete standard billing data on average w/in 5 business days of scheduled meter read date plus the allowable grace period.	Credit benchmark: 3 days Target: 5 days Penalty benchmark:
E	Any bill adjustments (cancel/rebill) to be completed within the 90-day ISO resettlement window.	Remedy: If outside the window, the distribution company pays the cost difference between the original usage and the adjusted usage.
F	Completion of billing corrections on average w/in 10 business days of request	Credit benchmark: 5 days Target: 10 days Penalty benchmark:
G	Contract-specific new rates set-up on average w/in 5 business days of request	Credit benchmark: 2 days Target: 5 days Penalty benchmark:

- 1) Please refer to the table captioned "Proposed Service Quality Standards for Market Access Services." Do you support the proposed standards? If not, please suggest an alternative set of service quality standards for market access services.
- 2) Please refer to the following items in the table:
 - a) Item A. Is 1.5 business days an appropriate target? If not, please recommend an alternative.

- b) Item B. Is 2 business days an appropriate target? If not, please recommend an alternative.
 - c) Item C. Is 1.5 business days an appropriate target? If not, please recommend an alternative.
 - d) Item D. Is 5 business days an appropriate target? If not, please recommend an alternative.
 - e) Item E. Is the proposed remedy appropriate? If not, please recommend an alternative.
 - f) Item F. Is 10 business days an appropriate target? If not, please recommend an alternative.
 - g) Item G. Is 5 business days an appropriate target? If not, please recommend an alternative.
- 3) Please list and describe any other elements of market access services that should be subject to service quality standards.